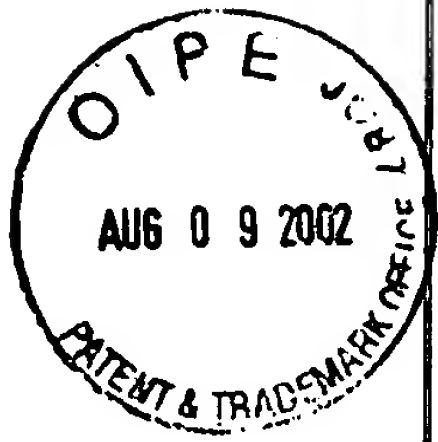


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Applicant(s): Mingte Chen, Anil K. Annadata, Leon Chan

Assignee: Siebel Systems, Inc.

Title: Media-Independent Communication Server

Serial No.: 09/823,835

Filing Date: March 31, 2001

Examiner: Unassigned

Group Art Unit: 2153

Docket No.: SBL0005US

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AUG 13 2002

Technology Center 2100

Austin, Texas
August 2, 2002

COMMISSIONER FOR PATENTS
Washington, D. C. 20231

PRELIMINARY AMENDMENT

Dear Sir:

The following Amendments and Remarks are submitted for entry into the application filed on March 31, 2001, serial number 09/823,835. This Preliminary Amendment is submitted prior to the first Office Action on the merits in the above-identified case. Entry of this amendment is respectfully requested.

IN THE CLAIMS

The following is a clean version of the entire set of pending claims. Claims 104-106 are added.

1. – 22. Cancelled.

23. (As Added) An apparatus comprising:

a communication server for communicating with a communication channel, the communication server operable to:

handle an incoming communication received from the communication channel,
the receiving the incoming communication being according to the
media type of the communication channel; and

cause an outgoing communication to be sent to the communication channel,